

Clerk

Clerks are the engine that keeps the NHS running successfully. They make sure our patients have the information they need for their care and our healthcare professionals can access crucial patient records.?

"Having a good knowledge of using computers and being familiar with the windows programmes helped me settle in a lot better than I thought."

[Read Ken's story \[1\]](#)



Working life

Clerks support our patients and clinical staff, such as surgeons, GPs and nurses. Clerks work throughout the NHS in areas such as:

- hospital wards?

- specialist departments or clinics, including cancer centres or accident and emergency units
- GP surgeries and health centres
- the headquarters of an NHS trust
- health records department

Depending on where you work as a clerk, you could be:



- booking patients in for appointments or their transport to and from hospital
- chasing up reports
- inputting patient data
- the first point of patient contact by answering the phone or emails

Some clerks may spend their time on a particular type of work and their job title may reflect this. For example:

- clerk/typist
- reception clerk/receptionist
- clinical coding clerk
- admissions clerk?
- ward clerk
- clinic clerk

While many clerks will have a lot of contact with patients, their relatives, carers and healthcare professionals, other clerks may not, for example, if you work in health records departments or headquarters. You'll work closely with other administrative staff and other members of the wider healthcare team.

Entry requirements, skills and interests

There are no set entry requirements to become a clerk. Employers usually expect good literacy, numeracy and IT skills. They may ask for GCSEs or equivalent qualifications. For some jobs, employers may ask for other skills or qualifications such as word processing or data entry.

Employers often ask for relevant work experience. Even where this is not specified, it would be an advantage if you have worked in an admin or customer service role.

There are often opportunities to enter administrative roles in the NHS and other areas of healthcare, through an apprenticeship or traineeship. [2]

Clerks working on a ward or in a clinic or health centre have a lot of contact with patients.

Personal characteristics

Clerks need to be:

- accurate and methodical
- able to work in a team but use their own initiative
- willing to follow instructions and procedures
- able to work with all types of people
- confident using the phone

Skills required

- good organisation skills
- communication skills
- IT skills
- customer service skills

Training and development

You will get the training you need to do the job. This includes an introduction to the department, how to use the IT and phone equipment and the procedures to follow. You may also have training in customer care.

You may be offered the chance to take vocational qualifications such as those from:

- the Association of Medical Secretaries, Practice Managers, Administrators and Receptionists [3] (AMSPAR)
- the British Society of Medical Secretaries and Administrators [4] (BSMSA)

Some clerks become members of AMSPAR or BSMSA. Both AMSPAR and BSMSA offer training, online forums and newsletters so staff can network with others doing the same type of work.

- Pay and conditions

Expand / collapse

Clerks in the NHS work standard hours of around 37.5 a week. Some clerks may work shifts, which could involve early starts, nights, evenings and weekends. Administrative staff in the NHS are paid on the Agenda for Change [5] (AfC [6]) pay system. As a new entrant from 1st December 2018, you would typically start on AfC [6] band 2 and could progress, with further training and qualifications to posts at bands 3 or 4, for example as a medical secretary [7]. Terms and conditions will be different for administrative staff working outside of the NHS.

- Where the role can lead

Expand / collapse

With experience, you could become a team leader, coordinating the work of a team of clerks. With further experience, you could become a manager, responsible for the staff in the department.

Some clerks move into specialist roles such as medical secretary or PA. [7] Others move into areas such as finance [8] or HR [9].

You may also have the opportunity to move into informatics, specialising in electronic data, or into IT.

- Job market and vacancies

Expand / collapse

If you're applying for a role either directly in the NHS or in an organisation that provides NHS services, you'll be asked to show how you think the NHS values apply in your everyday work. Find out more about NHS values. [10]

Most NHS trusts advertise their vacancies on NHS Jobs [11]. Just some of the current vacancies are below.?

- View Vacancy [12]

Admin Clerk

Portsmouth, PO4 8TA



Salary:

£18,005 - £19,337 p.a. pro rata



Type:

Permanent



Employer:

Solent NHS Trust

- View Vacancy

- View Vacancy [13]

Admissions Clerk

Royal Sussex County Hospital, Brighton, BN2 5BE



Salary:

£19,737 - £21,142 per annum pro rata

■

Type:

Permanent

■

Employer:

Brighton and Sussex University Hospitals NHS Trust

■ [View Vacancy](#)

○ [View Vacancy \[14\]](#)

Senior Waiting List Clerk

Castle Hill Hospital, Cottingham, Hull, HU16 5JQ

■

Salary:

£19,737 - £21,142 £19,737 - £21,142 per annum

■

Type:

Permanent

■

Employer:

Hull University Teaching Hospitals NHS Trust

■ [View Vacancy](#)

○ [View Vacancy \[15\]](#)

Prescribing Clerk

Bridgwater, TA6 3LS

■

Salary:

Depending on experience

■

Type:

Fixed term



Employer:

Central Advertising - General Practitioners

- View Vacancy

- View Vacancy [16]

Rota Admin Clerk

North Manchester General Hospital, Manchester, M8 5RB



Salary:

£18,005 - £19,337 pro rota



Type:

Fixed term



Employer:

The Pennine Acute Hospitals NHS Trust

- View Vacancy

- View Vacancy [17]

Endoscopy Office Clerk

Wrexham Maelor Hospital, Wrexham, LL57 2PW



Salary:

£18,185 - £19,337 per annum



Type:

Permanent



Employer:

Betsi Cadwaladr University Local Health Board

■ View Vacancy

- Further information

Expand / collapse

For more information about a career in a clerical role in healthcare, contact:

- Association of Medical Secretaries, Practice Managers, Administrators and Receptionists [18]?
- British Society of Medical Secretaries and Administrators [19]

Other roles that may interest you

- Administrative management [20]
- Medical secretary/personal assistant [21]
- Health records staff [22]
- Secretary/typist [23]

Source URL: <https://www.healthcareers.nhs.uk/explore-roles/wider-healthcare-team/roles-wider-healthcare-team/administration/clerk>

Links

[1] <https://www.healthcareers.nhs.uk/explore-roles/wider-healthcare-team/roles-wider-healthcare-team/administration/clerk/real-life-story-ken-whyte>

[2] <https://www.healthcareers.nhs.uk/i-am/secondary-school-or-fe-college/apprenticeships-traineeships-and-cadet-schemes>

[3] <http://www.amspar.com/>

[4] <http://www.bsmsa.org.uk/>

[5] <https://www.healthcareers.nhs.uk/about/careers-nhs/nhs-pay-and-benefits/agenda-change-pay-rates>

[6] <https://www.healthcareers.nhs.uk/glossary#AfC>

[7] <https://www.healthcareers.nhs.uk/explore-roles/administration/medical-secretarypersonal-assistant>

[8] <https://www.healthcareers.nhs.uk/explore-roles/corporate-services/finance-staff>

[9] <https://www.healthcareers.nhs.uk/explore-roles/corporate-services/human-resources-staff>

[10] <https://www.healthcareers.nhs.uk/about/working-health/nhs-constitution>

[11] <http://www.jobs.nhs.uk/>

[12] <https://www.jobs.nhs.uk/xi/vacancy/916140245>

[13] <https://www.jobs.nhs.uk/xi/vacancy/916144920>

[14] <https://www.jobs.nhs.uk/xi/vacancy/916136541>

[15] <https://www.jobs.nhs.uk/xi/vacancy/916148104>

[16] <https://www.jobs.nhs.uk/xi/vacancy/916144349>

[17] <https://www.jobs.nhs.uk/xi/vacancy/916147254>

[18] <http://www.amspar.com>

[19] <http://www.bsmsa.org.uk>

[20] <https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operational-management/administrative-management>

[21] <https://www.healthcareers.nhs.uk/explore-roles/wider-healthcare-team/roles-wider-healthcare-team/administration/medical-secretarypersonal-assistant>

[22] <https://www.healthcareers.nhs.uk/Explore-roles/wider-healthcare-team/roles-wider-healthcare-team/health-records-staff>

[23] <https://www.healthcareers.nhs.uk/explore-roles/wider-healthcare-team/roles-wider-healthcare-team/administration/secretarytypist>